

OTHER USEFUL QUALITY TOOLS

OTHER QUALITY TOOLS

- PICTOGRAPHS
- CHECKSHEETS
- SURVEYS
- FLOW CHARTS

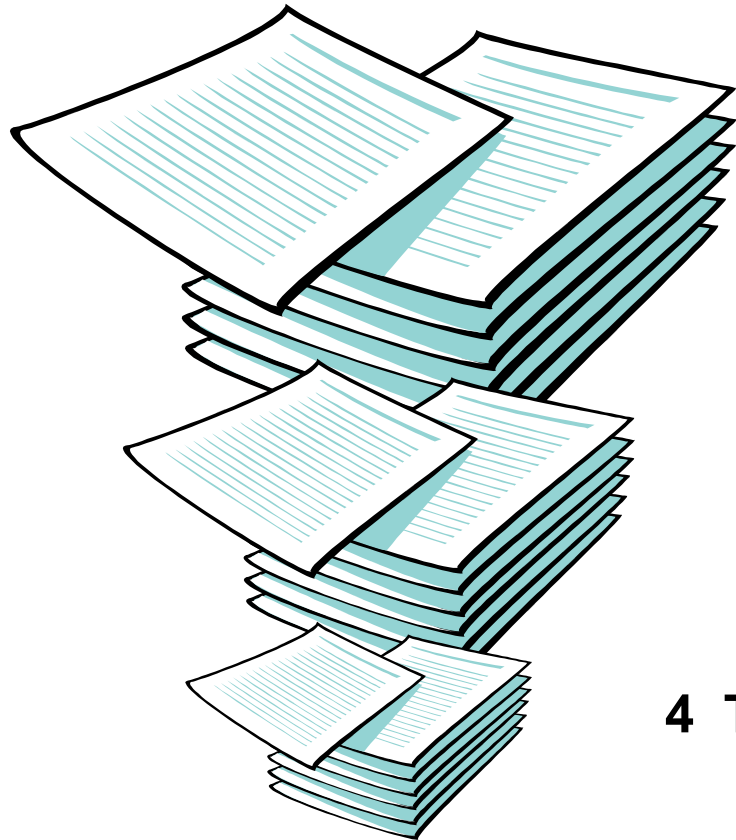
PICTOGRAPHS



- PICTOGRAPHS ARE USEFUL TO DEPICT DATA THAT SHOWS LITTLE VARIATION IN A BAR OR LINE GRAPH.
- THE CHOICE OF PICTURE TELLS THE READER THE SUBJECT OF YOUR GRAPH AND GRABS THE READERS ATTENTION.

PICTOGRAPHS

IF YOU WERE DOING A PROJECT ON
PAPER REDUCTION YOU MIGHT SHOW
THIS PICTOGRAPH:



10 TONNES / MONTH USED

7.5 TONNES/ MONTH USED AFTER CM 1

4 TONNES/ MONTH USED AFTER CM 2

CHECKSHEETS

- CHECKSHEETS ARE VERY USEFUL IN COLLECTING DATA IF DONE CORRECTLY.
- IF IT'S NOT EASY TO USE, THE DATA YOU GET MAY NOT BE THE ACTUAL DATA YOU WANT. (TOO BUSY TO MARK DOWN ACTUALS, SO PEOPLE MAKE UP DATA POINTS.)
- BEFORE YOU MAKE A CHECKSHEET ENSURE YOU KNOW WHAT DATA YOU ARE LOOKING FOR.

CHECKSHEETS

- A GOOD CHECKSHEET REQUIRES LITTLE EFFORT FROM THE USER IN ORDER TO COMPLETE.
- THE LESS PEN STROKES AND / OR NOTES REQUIRED THE BETTER.
- ALWAYS MAKE SURE THE USER HAS TIME TO COMPLETE YOUR SHEETS AND HASN'T BEEN "VOLUNTOLD" UNWILLINGLY.
- ALWAYS RUN THROUGH THE SHEET YOURSELF BEFORE SENDING IT OUT... THIS ENSURES ANY ERRORS, MISUNDERSTANDINGS ARE ELIMINATED BEFORE THE USER SEES IT....

CHECKSHEETS

STAGING MISPACK DOCUMENTATION

DATE: _____ SPS 1 or SPS 2 SHIFT: A or B
(CIRCLE APPROPRIATE)

| | CASE NUMBER | LOT NUMBER | REASON | | | | Associate Name |
|---------|----------------|---------------|--------|----|----|----|-------------------|
| | | | WP | WS | WQ | NP | |
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| 24 | | | | | | | |
| 25 | | | | | | | |
| 26 | | | | | | | |
| Totals: | | | | | | | |

LEGEND: WP - Wrong Part WQ - Wrong Quantity
WS - Wrong Sequence NP - No Parts

Section Leader Signature: _____

THIS CHECKSHEET IS EASY TO COMPLETE...

THE USER ONLY NEEDS TO DOCUMENT THE CASE #, LOT #, TICK OFF IN THE CORRECT MISPACK COLUMN, AND NOTE NAME OR INITIALS....

THE DATE, SHIFT ETC, ARE COMPLETED AT THE TOP TO ELIMINATE THE NEED FOR THE ASSOCIATE TO FILL IT OUT EACH TIME.....

SURVEYS

- BEFORE YOU START YOUR SURVEY YOU MUST DECIDE WHAT YOUR OBJECTIVES ARE....
 - WHAT ARE YOU TRYING TO FIND OUT?
 - WHO ARE YOU GOING TO GIVE THE SURVEY TO?
 - HOW LONG CAN IT BE? (HOW LONG DO THOSE SURVEYED HAVE TO SPEND COMPLETING IT)
 - DOES EVERYONE GET THE SAME ONE?

SURVEYS

WHAT ARE YOU TRYING TO FIND OUT?

- MAKE SURE YOUR SURVEY IS SPECIFIC ENOUGH TO GET THE ANSWERS YOU WANT – USE YES / NO OR TRUE / FALSE, LEAVE LITTLE FOR DISCUSSION IF POSSIBLE.
 - THIS MAKES SURE YOUR DATA CAN BE SHOWN GRAPHICALLY AND WILL SHOW COMMONALITY AMONG ALL SURVEYED.
- (OPEN ENDED QUESTIONS ARE HARDER TO SUMMARIZE)

SURVEYS

WHO WILL BE COMPLETING THE SURVEY?

- THIS DETERMINES WHAT “LINGO” OR TECHNICAL QUESTIONS YOU CAN ASK.

(IE. SURVEY ONLY PC ASSOCIATES – CAN USE ‘KLS’ AND ‘TR’ FREELY – IF OTHERS INVOLVED, MUST EXPLAIN IN FULL)

- YOU DON'T WANT TO POSE QUESTIONS THAT ONLY 2 OF 100 KNOW THE ANSWER TO... (NOT VALUE ADDED)

SURVEYS

HOW LONG DO THOSE BEING SURVEYED HAVE TO COMPLETE THE SURVEY?

- IF VERY LITTLE TIME IS AVAILABLE, USE ALL YES / NO AND TRUE FALSE QUESTIONS. KEEP QUESTIONS TO 1 SENTENCE.
- IF MORE TIME IS AVAILABLE YOU CAN USE A RATING SYSTEM OR ASK FOR A WRITTEN RESPONSE.

*WHEN PEOPLE HAVE VERY LITTLE TIME YOU WANT TO MAKE IT AS EASY AS POSSIBLE FOR THEM TO GIVE **CORRECT** ANSWERS.*

SURVEYS

DOES EVERYONE GET THE SAME ONE?

*THAT DEPENDS ON WHAT YOU ARE LOOKING FOR
AND HOW LONG PEOPLE HAVE TO SPEND
COMPLETING IT.*

- IF PEOPLE HAVE LITTLE TIME AND YOU HAVE 5 DIFFERENT AREAS TO SURVEY, MAKE SEPARATE ONES SO YOU DON'T WASTE THEIR TIME SKIPPING QUESTIONS.
- IF YOU WANT THE OPINIONS OF MANY PEOPLE ON THE SAME ITEMS, MAKE SURE IT'S EXPLANATORY ENOUGH TO GET VALID RESPONSES. (EXPLAIN ACCRONYMS, TECHNICAL TERMS)

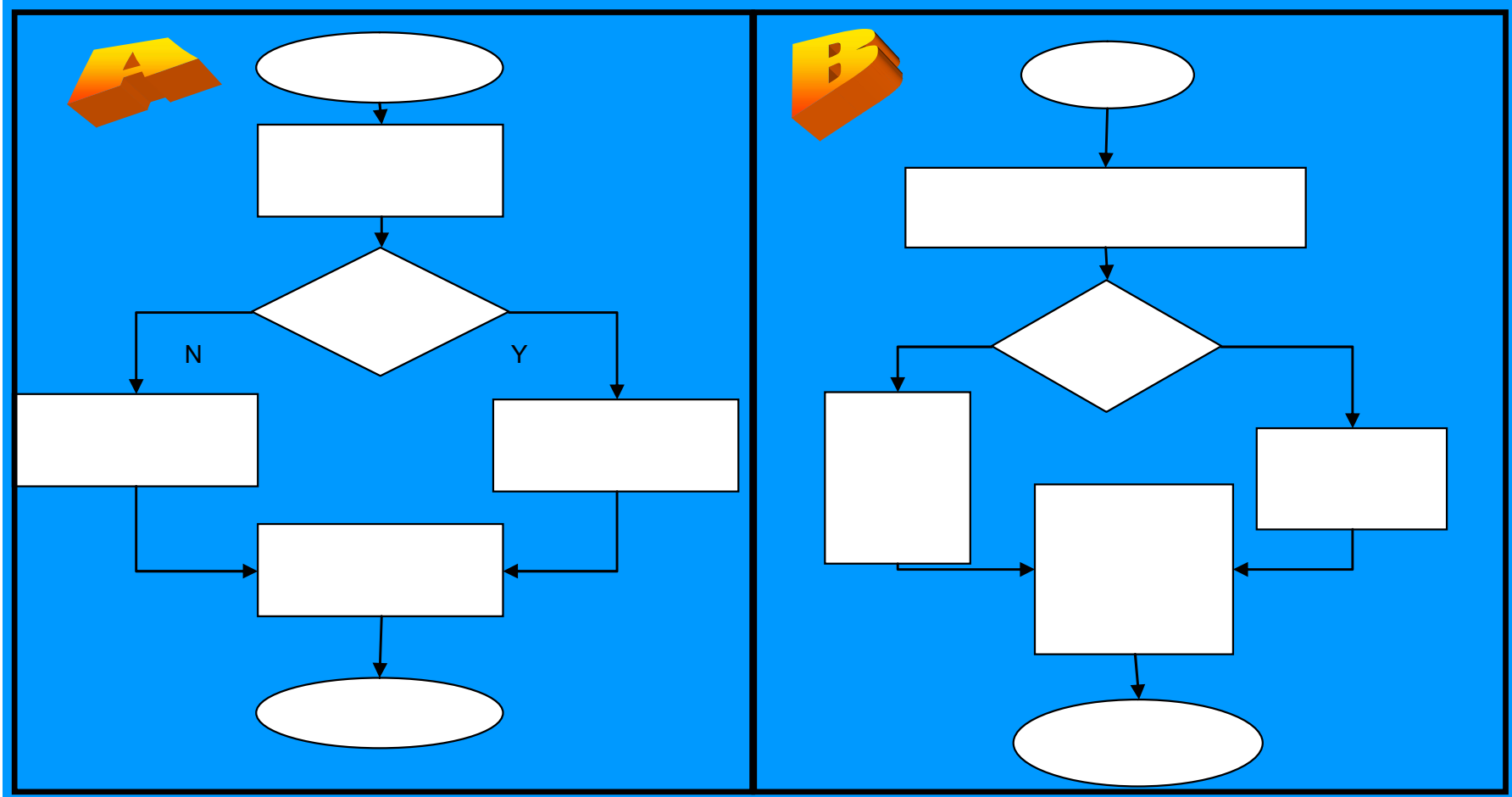
FLOW CHARTS

TIPS FOR FLOW CHARTS:

1. DECIDE HOW DETAILED YOU WANT IT TO BE...OTHERWISE IT MAY BE PAGES LONG
2. IF THE PROCESS INVOLVES DIFFERENT JOB TITLES (SV/SL/ ASSOC.) BE SURE TO LIST THEM SO EVERYONE KNOWS THEIR RESPONSIBILITIES.
3. MAKE ALL BOXES / SHAPES THE SAME SIZE. (EASIER TO SEE)

FLOW CHARTS

WHICH DO YOU LIKE BETTER?



'A' IS MUCH MORE ORGANIZED AND PROFESSIONAL APPEARING.